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7-16-99
M.L.

Patent
Attorney's Docket No. 025000-062

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of)
)
Tom BATEMAN, et al) Group Art Unit: 2782
)
Application No.: Divisional of 08/532,537) Examiner: R. Krick
)
Filed: January 28, 1999)
)
For: METHOD AND SYSTEM FOR)
COORDINATING DATA AND VOICE)
COMMUNICATIONS VIA CUSTOMER)
CONTACT CHANNEL CHANGING)
SYSTEM USING VOICE OVER IP)
(AS AMENDED))

AMENDMENT

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

By way of voluntary amendment please amend the above-identified application as follows:

In the Title

Please delete the title and insert the following:

--Method and System for Coordinating Data and Voice Communications Via
Customer Contact Channel Changing System Using Voice Over IP--.

In the Claims

Please cancel claims 1 to 11 and 13 to 36.

Please amend claim 12, as follows:

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